

# Ray Idzenga CD, BEng

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## SKILL SUMMARY

- 17 years experience in top leadership positions
- Board of Directors and Committee Experience
- Project Management
- Quantitative & Qualitative Research
- Quality Control/Change Management
- Diverse Programming Environments

## PROFESSIONAL COMPETENCIES

### PERSONNEL MANAGEMENT

- 14 years experience in top leadership positions commanding personnel from six-member teams to a squadron comprised of 70 military, 32 contractors and an average of 300 students
- Diligently ran the day to day operations of a 140-person unit
- Fostered a team environment drawing on individual expertise and promoting personnel development
- Instilled a calming effect under the most stressful situations, innate ability to deescalate conflict
- Created a standing executive software working group to identify and develop meaningful user centric software enhancements
- Accomplished speaker having prepared and dynamically delivered hundreds of presentations to audiences ranging from parade spectators, junior personnel, senior officers, government dignitaries
- Extensive writing experience preparing everything from strategic policies to section estimates, including publishing four applied research papers and dozens of validation reports as part of a team

### PLANNING, ORGANIZATION & INNOVATION

- Breached paradigms and orchestrated innovative actions to accomplish previously unattainable goals
- Ingeniously tackled technician training shortfall through contracting out instruction, hiring civilian instructors and restructuring training delivery to maximize available resources
- Transformed the organization's inter-departmental communications through the development, maintenance and instruction on various platforms (SharePoint, GCPedia/Wiki, COPS)
- Meticulously oversaw numerous legislated programs such as Occupational Health and Safety, Radiation Safety, Environment, Knowledge Management

### MANAGEMENT

- Managed a complex mission simulator secure terminal installation project
- Analyzed, identified, designed and acquired deployed telecommunications requirements and engineered the first deployable telecommunications pod of its kind to support a deployed airfield
- Designed, planned, resourced, implemented and tested a new wide area fibre network installation
- Diligently identified, planned, directed and followed up on corrective infrastructure safety deficiencies for 9 large buildings
- Orchestrated a major complex Station telephone system upgrade and 2 major cable plant upgrades
- Oversaw the implementation of a complex contract for 27 civilian instructors worth \$1.8M/year
- Analyzed and implemented the amalgamation of Air Force technical training saving over \$400,000/year
- Vast experience in creating accurate and manageable business plans
- Used fiscal management skills to manage a \$2.5M operating budget within \$1000 by year end

## PROGRAMMING & TECHNICAL EXPERTISE

- Over 37 years of programming experience on diverse platforms
- Designing, Developing and Deploying websites since 1999
- Javascripting since 2000
- Maintaining and modernizing a php dynamic website driven by SQL database since 2002
- Using php and SQL for Wordpress CMS website employment and enhancements since 2012
- Four years experience with NATO as a programmer/analyst for the AWACS IBM360 based computer operating system programming extensively in assembler, Jovial, FORTRAN, C, C++
- Experience with Job Control Language (JCL) for software build operations
- Over 20 years experience configuring servers and creating websites using php, AJAX, Java and HTML
- Successfully designed and delivered a structured programming course using PASCAL
- Developed needed software test tools
- Conceived and implemented a software error tracking system
- Created an intuitive organizational SharePoint site for policy collaboration and development
- Significantly reduced telephone expenditures through auto route selection programming of the Station telephone switch

## CAREER HISTORY

### Canadian Defence Academy, Kingston, ON (2007)

- Individual Training & Education Policy Officer
- Program Evaluation & Validation Officer
- Professional Development Analyst
- Research Officer
- Formation General Safety Officer
- Formation Radiation Safety Officer
- J4 Infrastructure & Environment

### Joint Intelligence Center, ISAF HQ, Kabul, Afghanistan (2007)

- Intelligence Analyst - Assessments

### Canadian Forces School of Communications and Electronics, Kingston, ON (2000)

- Officer Commanding Support Squadron
- Officer Commanding Training Standards Squadron
- Officer Commanding Technical Training Squadron
- General Safety Officer

### 8 Telecommunications and Information Systems Squadron, Trenton, ON (1997)

- Deputy Commanding Officer
- Base Y2k Analyst

### NATO Early Warning Force, Geilenkirchen, Germany (1993)

- Section Head
- Programmer/Analyst Executive Section
- Nuclear Biological Chemical Defence Commander

### Canadian Forces Station Leitrim, Ottawa, ON (1992)

- Engineering Officer
- Station Defence Force Commander

### Canadian Forces Station Shelburne, Shelburne, NS (1990)

- Communications Officer
- Station Defence Force Commander

## EDUCATION

- Web Design Diploma – Academy of Learning, Kingston, ON (2016)

- Bachelor of Engineering (Computer) Degree – Royal Military College, Kingston. ON (1989)

## **CERTIFICATES AND QUALIFICATIONS (pick what's relevant)**

### **MANAGEMENT**

- Total Quality Management in Software Development
- Software Quality Assurance for Practitioners
- Capability Maturity Model (DISA USA)
- Accelerating Change in Software Process Improvement (DISA)
- Certified Knowledge Manager (KMCB)
- Lessons Learned Analyst
- Training Manager
- Workforce Management
- Interest Based Communication and Dispute Negotiations
- Conflict Management and Alternate Dispute Resolution
- Conflict Management for Leaders
- Standard for Harassment and Racism Prevention
- Contracting for Services Certification
- Expenditure Management
- Financial Administration Act
- Business Process Management (APQC)
- Site Security Officer (NATO)
- Information Security (CSEC)

### **PROGRAMMING**

- IBM 370 Familiarization (NATO)
- Job Control Language (NATO)
- AWACS Systems Overview (NATO)
- Utility Course (NATO)
- Airborne Operations Computer Programming (NATO)
- Advanced TSO/ISPF
- 4PI Assembler Language
- AWACS Switch Actions
- ANSI C Language Programming
- JOVIAL Programming
- Automating your SAS Code with SAS Macro Language (SAS UK)
- Data Manipulation with the SAS System (SAS UK)
- Further Data Manipulation and Efficiency Techniques (SAS UK)
- JOIIS User Training (Police/Intelligence system)
- Introduction to Access (Loyalist college)
- Intermediate Access (Loyalist college)
- Microsoft Excel Level II
- Microsoft Project
- Time Line 4.0

### **RESEARCH**

- Information Mapping

- Introduction to SPSS
- SPSS Text Analysis
- Introduction to E-Listen
- Developing Satisfaction Surveys (Statistics Canada)
- Telling Stories with Statistics (Statistics Canada)
- Environmental Awareness Training

**LEGISLATIVE**

- Certified Radiation Safety Officer (Radiation Safety Institute)
- Occupational Health and Safety certificate (Humber college)
- Return to Work Awareness
- Safety Legislation
- Safety Management

**MILITARY**

- Contingency Capability Ground Commander’s Course
- Supplementary Radio System Operations Officer
- In Service of Peace: Military Operations in Modern Peacekeeping (C44 Pearson Peacekeeping Centre)
- Disarmament, Demobilization and Re-Integration (Pearson Peacekeeping Centre)
- Presiding Officer
- Air Force Staff Course
- Allied Command Europe Nuclear Biological Chemical Defence (Oberammergau, Germany)
- Nuclear Biological Specialist (Geilenkirchen, Germany)
- Maritime Warfare
- Air Operations Command Control and Information Systems
- Joint Command Control Information Systems
- Space Applications
- Basic Space Ops Advisor
- Range Safety Officer
- Electronic Warfare
- St.John Ambulance Standard First Aid – CPR Level C with AED

**COMMUNITY AND VOLUNTEER WORK**

Head Coach	Alternate Dispute Resolution Centre (Kingston, ON)
Logistics Officer	Executive Committee –Connect with Kingston Garrison Expo 2007
Secretary/Treasurer	Advanced Technical Education Consortium (Kingston, ON)
Cub scout leader	Scouts Canada (Geilenkirchen, Germany and Trenton, ON)
Coach Soccer, T-ball	International Youth Association (Geilenkirchen, Germany)
Editor in chief	Maple Leaf Messenger (Geilenkirchen, Germany)
Co-editor	Roseway Gazette (Shelburne, NS)
Comms Instructor	2951 Cameron Highlanders of Ottawa Cadet Corps(Gloucester, ON)
Member	Lions Club of Canada (Masset, BC)